STATE OF TENNESSEE
DEPARTMENT OF HUMAN RESOURCES
CLASS SPECIFICATION

Class Title: **WORD PROCESSING OPERATOR 1**			Abbreviation: **WRD PRO OP 1**
Class Code: **02910**	OCC Code: **3**	Analyst: **EX**	Effective Date: **June 1, 2000**

SUMMARY: Under general supervision, is responsible for word processing machine operation duties of average difficulty and performs related work as required.

DISTINGUISHING FEATURES: This is the entry/working level class in the Word Processing Operator series. An employee in this class is responsible for creating and revising typed documents from hand written copy, dictation tape, hard-copy record or other form of text using word processing equipment in a production environment. This class differs from the lead level class in that Word Processing Operator 1's are monitored by the lead level class and prepares only individual activity reports.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Creates and revises typed documents; sets line spacing, margins, tabs, page length, headers and footers and other appropriate formatting features for a document to be typed; keys alphanumeric text from the original document or draft copy onto the word processing system; builds or creates documents from pre-existing text; corrects typographical, spelling, punctuation, word usage and other grammatical errors in the text; loads appropriate paper into the printer; selects printer location, page numbering, number of copies to be printed and other desired print options.

2. Maintains word processing document files; converts documents created on one word processing system or software package to another word processing system or software package; deletes or transfers documents from one storage medium to another to create space or to group documents of similar content.

3. Prepares documents for mailing; checks condition and appearance of the document for smudges, tears, creases and other defects; gathers and assembles necessary attachments and enclosures; types mailing address onto envelope or label.

4. Maintains word processing hardware; cleans keyboard and monitors with a damp cloth or specially adapted computer vacuum; corrects minor hardware problems such as printer jams, printer misfeeds and loose cables; replaces worn print wheels or print ribbons; reports computer hardware malfunctions to lead, supervisory or service personnel.

5. Prepares records and reports; records document originator and the number of characters, lines, documents or other quantity of work produced for each agency, division or other unit for a specific time period.

Class Title: **WORD PROCESSING OPERATOR 1**	Abbreviation: **WRD PRO OP 1**

6. Electronically transmits and receives mail; identifies the location and destination of the document being sent; views document or message being received; stores, deletes or prints document or message as appropriate.

MINIMUM QUALIFICATIONS

Education and Experience: Education equivalent to graduation from a standard high school.

OR

Substitution of Experience for the Required Education: Full-time experience in one or more of the following areas may substitute for the required education on a year-for-year basis: (1) office clerical; or (2) coordinating the acquisition, installation, maintenance or operation of computer equipment (i.e., computer operations management); or (3) troubleshooting inaccurate job control commands, pathway dysfunctions, terminal controller problems or other hardware and software problems for computer systems; or (4) training staff in the application and use of computer software.

Necessary Special Qualifications: None.

EXAMINATION METHOD: Computer Administered Test, 100%, for Career Service positions. Determined by appointing authority for Executive Service positions.